



# **Separation Clearance Request (SCR) System – Adjustments during the Pandemic**

**AS OF 05/05/2020**

**Human Capital Directorate**

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**Document Version as of May 07, 2020**

## Document Version Control

Version	Version Date	Summary of Changes	Author
1.0	05/07/2020	Version 2.0	HCD

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## Introduction

### **Library of Congress Guidance during the COVID – 19 Pandemic**

The Library of Congress continues to issue daily messages to direct efforts while operations are being conducted virtually during the Covid-19 pandemic. These can be found [here](#).

To address the issue of returning Library property when separating, the Human Capital Directorate issued the following guidance:

### **New Options for Separating Employees to Return Accountable Property during COVID-19 Pandemic—Update 5/1/2020 and All Staff News Announcement on May 5, 2020**

The Human Capital Directorate (HCD) continues to translate and adapt processes and procedures to a virtual environment, and this message is an update to the April 9, 2020, instructions on how to return Accountable Property (AP) during the COVID-19 pandemic.

It is now possible for some separating employees to return AP in person to the Library's buildings. Please share these updated procedures as appropriate within your service units.

In addition, separating employees who need to clear their workspaces of personal items should coordinate with their supervisor to determine how and when to accomplish that.

This information will be among the news in next Tuesday's *HCD Update to All Employees*.

### ***UPDATED PROCEDURES—Returning Accountable Property during the Separation Clearance Process***

The Library continues to operate with a limited physical presence; only essential personnel are on site. However, separating employees have the option to request supervisor approval to set appointments to return some categories of accountable property in person as part of the Separation Clearance Request application within Serena Business Manager (SBM).

Separating employees who are among those at-risk should either 1) hold AP until the Library returns to full operations, 2) mail AP to the Library as described below, or 3) check with their supervisor to determine if a designee can return AP on their behalf. They should not report in person to the Library at this time.

### **Where Does a Separating Employee Begin?**

Start by entering a separation request in the Separation Clearance Request application within Serena Business Manager (SBM). <https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp#catalog>

## SEPERATION CLEARANCE REQUEST SYSTEM ADJUSTMENTS

HCD modified the Separation Clearance Request application to account for each category of AP to be returned to the clearance office either in person or via mail-in processes. All options are described below.

HCD consulted the organizations associated with each category of AP, and the instructions on how to return each is below:

***Computer Equipment, iPhones, and PIV Tokens*** (Office of the Chief Information Officer)—  
There is no mail-in option to return OCIO AP.

Option one—Separating employees who choose to return OCIO-issued computer equipment, iPhones, and/or PIV Tokens in person should consult their supervisor for approval to enter the Library's buildings. Then, contact Nelson Holston (See Contact OCIO below) within a minimum of 1 to 2 days prior to separation, when possible, to schedule an equipment return appointment.

Option two—Separating employees who are in an at-risk category can retain OCIO-issued computer equipment, iPhones, and/or PIV Tokens at this time. However, such at-risk employees should contact Nelson Holston (See Contact OCIO below) so that OCIO can make note of the delay and process the separation action in a pending state until the Library lifts essential operations restrictions related to COVID-19. Previously separated employees will be contacted by OCIO to coordinate the return of their equipment in person at that time.

Contact OCIO: Nelson Holston, Head IT Admin Services ([nhol@loc.gov](mailto:nhol@loc.gov) or 202-707-6046)

***Official Government Passports***—The Financial Services Directorate (FSD) requests employees mail their official government passports to the Travel Office. There is no in-person option to return FSD AP.

- Official government passports should be mailed to the following address. No special packaging required.  
Library of Congress

ATTN: Financial Services Directorate, Travel Office

101 Independence Avenue, SE

Washington, DC 20540-9110

***Government-Issued Purchase and Travel Cards***—FSD confirmed there is no requirement to return government-issued purchase and travel cards. FSD cancels the cards upon receipt of the termination notice that an employee is separating from the Library. Contact FSD: Travel Office ([traveloffice@loc.gov](mailto:traveloffice@loc.gov) or 202-707-5183)

***Keys and Badges***—Security & Emergency Preparedness Directorate (SEPD) only needs Medeco (office) keys returned. SEPD reviews key issuance documents upon receipt of the separation notice and contacts the employee ahead of time to return any Medeco keys associated with the employee's name. There are in-person and mail-in options to return SEPD AP.

## SEPERATION CLEARANCE REQUEST SYSTEM ADJUSTMENTS

Option one—Mail keys and badges to SEPD.

- Upon separation date, separating employee should drop LC-issued badge (no lanyards) in any U.S. Postal Service (USPS) mailbox. Instructions on the badge direct the USPS to return the badge to the Library.
- If issued a Medeco-stamped key(s), please mail to:  
Library of Congress

ATTN: Joe McClain

101 Independence Avenue, SE

Room LM-G03

Washington, DC 20540-9520

Option two—Drop off keys and badges in person.

- Email or call Joe McClain ([jmmc@loc.gov](mailto:jmmc@loc.gov) or 202-707-1341) to arrange for a time to drop off keys and badges in Room LM-G03 (Madison Building, Ground Floor)

Contact SEPD: Joe McClain ([jmmc@loc.gov](mailto:jmmc@loc.gov) or 202-707-1341)

**Library-issued Books**—Separating employees have two options to return books charged on external loan. There are in-person and mail-in options to return Library-issued books.

Option one—The Collections Management Division (CMD) arranged for the Security & Emergency Preparedness Directorate (SEPD) to accept books charged on external loan from separating employees during reduced operations due to the COVID-19 pandemic.

- Email or call Joe McClain, Protective Security Officer ([jmmc@loc.gov](mailto:jmmc@loc.gov) or 202-707-1341) or Ken Lopez, SEPD Director ([klop@loc.gov](mailto:klop@loc.gov) or 202-707-8708) to arrange for a time to drop off books in Room LM-G03 (Madison Building, Ground Floor). **Please arrange for this in advance.** The SEPD on-duty manager will have a return box for books and will transfer them and convey the item information to CMD, which will then proceed to clear the account.

Option two—As an alternative, separating employees who are unable to physically come to the Library can mail books via FedEx or UPS at their own expense.

- Please mail (FedEx or UPS only) to:  
Library of Congress

ATTN: ZaKia West

Collections Management Division

101 Independence Avenue, SE

Washington, DC 20540-4630

## SEPERATION CLEARANCE REQUEST SYSTEM ADJUSTMENTS

Send the FedEx or UPS tracking number to: [LoanCirc@loc.gov](mailto:LoanCirc@loc.gov). Direct questions regarding outstanding books or return procedures to: [LoanCirc@loc.gov](mailto:LoanCirc@loc.gov).

***Procedures for departing teleworkers***—Materials charged for telework are external loans and must be returned. Given the current closures, staff with materials on telework charge will need to hold those items until the Library lifts essential operations restrictions related to COVID-19. Separating employees who have Library-issued books as part of a telework agreement will provide their personal email when they enter their separation request within the Separation Clearance Application. CMD will reply to their personal and loc.gov emails with a list of items charged and, when operations allow for returns, CMD will provide instructions to return materials by mail or in-person. Please contact [LoanCirc@loc.gov](mailto:LoanCirc@loc.gov) with any questions.

Please note: The above requirements apply only to externally charged items, not to internally charged items. Outstanding internal charges do not adversely impact the clearance procedure.

***Parking Passes*** (Integrated Support Services) There is no in-person option to return ISS AP.

- Parking passes should be mailed to the following address. No special packaging required.  
Library of Congress

ATTN: Matthew Martin

101 Independence Avenue, SE

Washington, DC 20540-9400

Contact ISS: Matthew Martin ([Mamartin@loc.gov](mailto:Mamartin@loc.gov) or 202-707-9303).

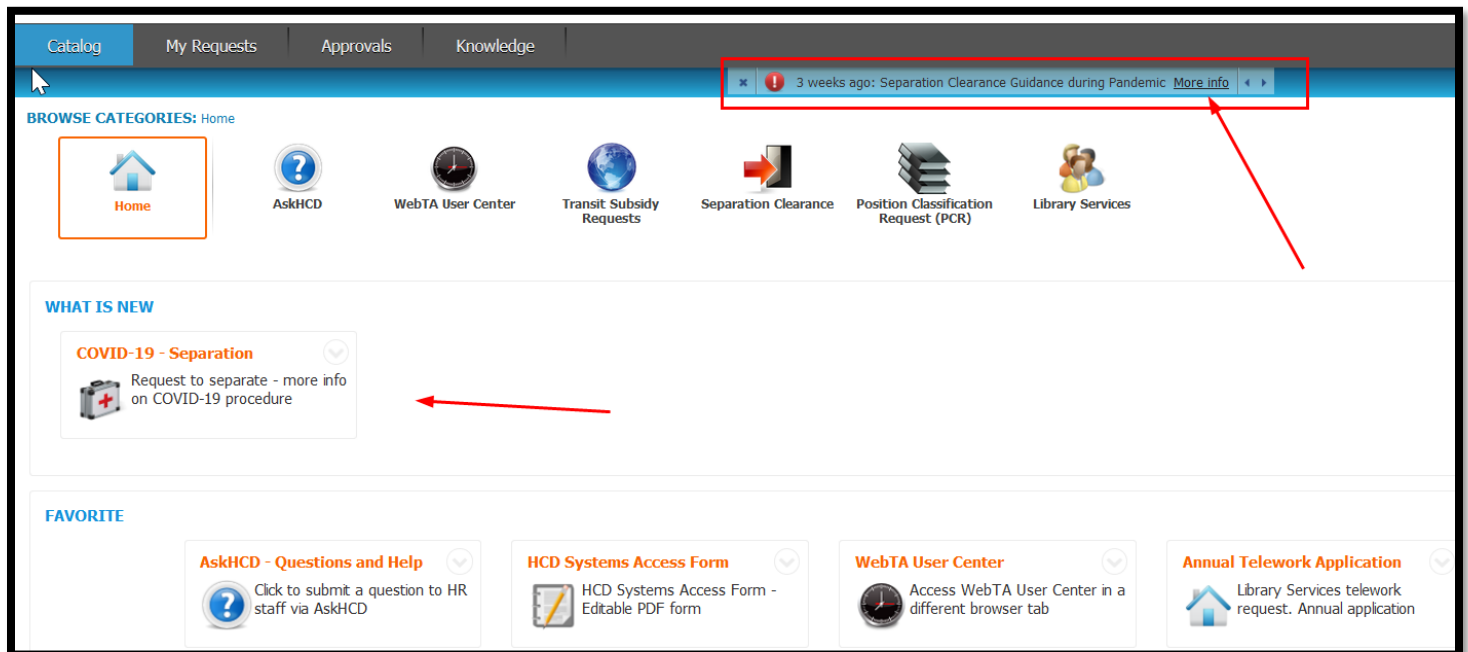
What follows are the changes made to the Separation Clearance Request (SCR) System to reflect this message.

## General Guidance in Human Capital Services Portal (HCSP)

### How to View the Announcement on HCSP

The official messaging from HCD regarding the return of property when separating can be viewed at any time by clicking the notification presented on the home page of the Human Capital Services Portal at <https://loc.sbmfedcloud.com/tmtrack/tmtrack.dll?shell=srp#catalog>. An additional button for accessing SCR during the pandemic is placed under “What is New” for ease of access.

*Pandemic Messaging via the Human Capital Services Portal:*



## Updated Instructions on Return of Library Property

### How to Coordinate Return of Property during Covid-19 Pandemic

#### ***Updated Form Instructions***

Separating employees are presented with updated instructions on how to return Library property on the *Submit*, *Separation Request Review* and *Waiting on Separation and Final Timesheet* states. This message contains the same content in the announcement organized in an “accordion – like” links for ease of use as shown below.

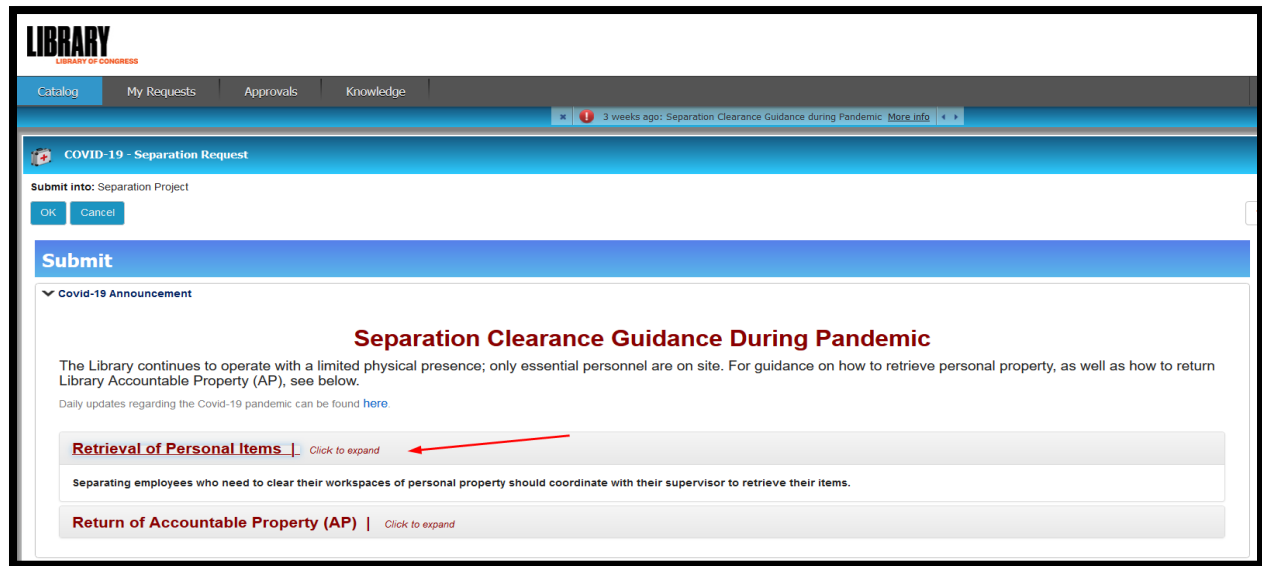
When clicking on the COVID – 19 - Separation button on the HCSP portal, the following form will be displayed.



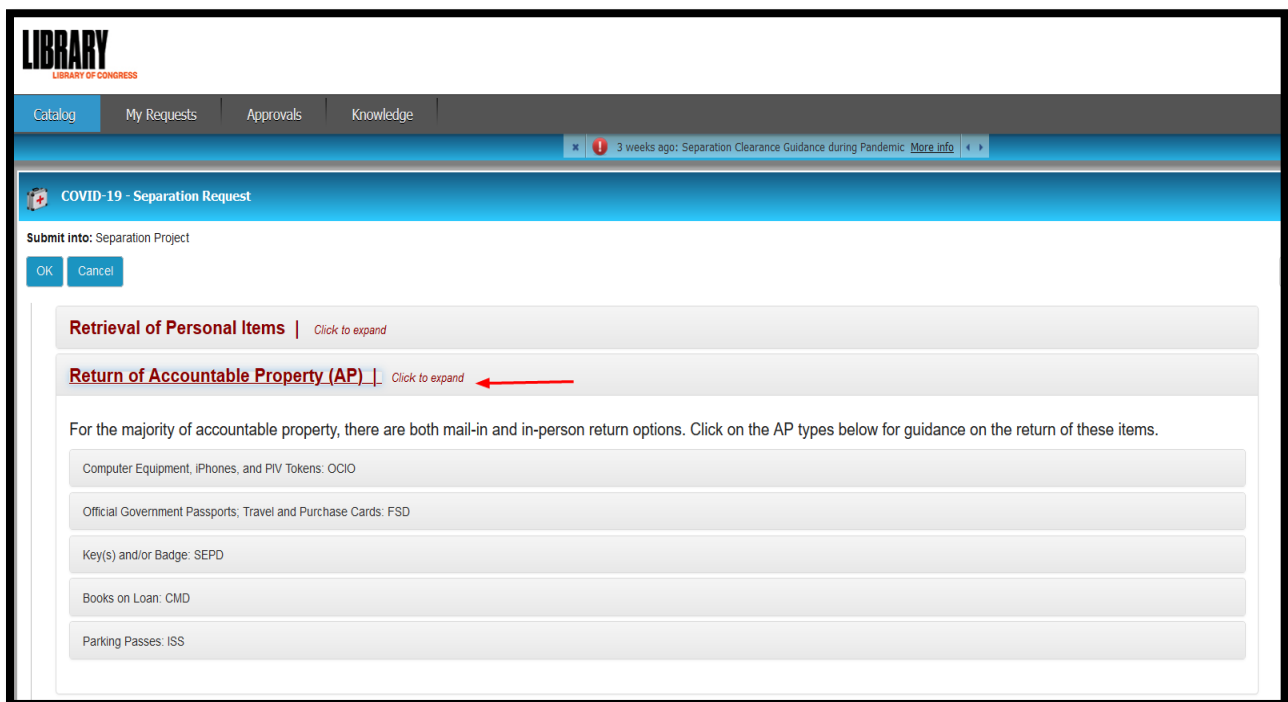
User may click on the ***Retrieval of Personal Items*** or ***Return of Accountable Property (AP)*** buttons to reveal the information within that section as shown below.

A screenshot of a web form titled "COVID-19 - Separation Request". At the top, it says "Submit into: Separation Project" with "OK" and "Cancel" buttons. Below this is a blue bar with the word "Submit". Underneath is a section titled "Covid-19 Announcement" with a dropdown arrow. The main content area has a heading "Separation Clearance Guidance During Pandemic" in red. Below the heading, it says: "The Library continues to operate with a limited physical presence; only essential personnel are on site. For guidance on how to retrieve personal property, as well as how to return Library Accountable Property (AP), see below." Then it says "Daily updates regarding the Covid-19 pandemic can be found [here](#)" with a red arrow pointing to the word "here". At the bottom, there are two expandable sections: "Retrieval of Personal Items | Click to expand" and "Return of Accountable Property (AP) | Click to expand", both with red arrows pointing to the "Click to expand" text.

# SEPERATION CLEARANCE REQUEST SYSTEM ADJUSTMENTS



There are five buttons for each AP under the ***Return of Accountable Property (AP)*** button.



# SEPERATION CLEARANCE REQUEST SYSTEM ADJUSTMENTS

LIBRARY

LIBRARY OF CONGRESS

Catalog

My Requests

Approvals

Knowledge

3 weeks ago: Separation Clearance Guidance during Pandemic

More info

COVID-19 - Separation Request

Submit into: Separation Project

OKCancel

Retrieval of Personal Items | Click to expand

Return of Accountable Property (AP) | Click to expand

For the majority of accountable property, there are both mail-in and in-person return options. Click on the AP types below for guidance on the return of these items.

Computer Equipment, iPhones, and PIV Tokens: OCIO

There is no mail-in option to return OCIO AP.

In Person (ASAP) »

In Person (when standard operations resume) »

Contact OCIO »

Official Government Passports; Travel and Purchase Cards: FSD

Key(s) and/or Badge: SEPD

LIBRARY

LIBRARY OF CONGRESS

Catalog

My Requests

Approvals

Knowledge

3 weeks ago: Separation Clearance Guidance during Pandemic

More info

COVID-19 - Separation Request

Submit into: Separation Project

OKCancel

For the majority of accountable property, there are both mail-in and in-person return options. Click on the AP types below for guidance on the return of these items.

Computer Equipment, iPhones, and PIV Tokens: OCIO

Official Government Passports; Travel and Purchase Cards: FSD

Passports »

FSD requests that employees mail their official government passports to the Travel Office. Official government passports should be mailed to the address below. No special packaging required.

Library of Congress  
ATTN: Financial Services Directorate, Travel Office  
101 Independence Avenue, SE  
Washington, DC 20540-9110

Government-Issued Purchase and Travel Cards »

Contact FSD Travel Office »

# SEPERATION CLEARANCE REQUEST SYSTEM ADJUSTMENTS

**LIBRARY**  
LIBRARY OF CONGRESS

CatalogMy RequestsApprovalsKnowledge

3 weeks ago: Separation Clearance Guidance during Pandemic [More info](#)

**COVID-19 - Separation Request**

Submit into: Separation Project

OKCancel

Computer Equipment, iPhones, and FIV Tokens: CMD

Official Government Passports; Travel and Purchase Cards: FSD

Passports »

[Government-Issued Purchase and Travel Cards »](#)

There is no requirement to return government-issued purchase and travel cards. FSD cancels the cards upon receipt of the termination notice that an employee is separating from the Library.

[Contact FSD Travel Office »](#)

Key(s) and/or Badge: SEPD

Books on Loan: CMD

Parking Passes: ISS

**COVID-19 - Separation Request**

Submit into: Separation Project

OKCancel

Computer Equipment, iPhones, and FIV Tokens: CMD

Official Government Passports; Travel and Purchase Cards: FSD

[Key\(s\) and/or Badge: SEPD](#)

*In person appointments can be scheduled via the contact information below.*

Badge »

Keys »

[Contact SEPD »](#)

Books on Loan: CMD

Parking Passes: ISS

# SEPERATION CLEARANCE REQUEST SYSTEM ADJUSTMENTS

**COVID-19 - Separation Request**

Submit into: Separation Project

OK Cancel

Computer Equipment, IT/ITICS, and PIV Tokens: CDD

Official Government Passports, Travel and Purchase Cards: FSD

Key(s) and/or Badge: SEPD

Books on Loan: CMD

*The Collections Management Division (CMD) has arranged for the Security & Emergency Preparedness Directorate (SEPD) to accept book returns during the Covid-19 pandemic. Books may be dropped off or mailed in at the contact info below.*

[In Person Drop-Off »](#)

[Mail »](#)

[Contact CMD »](#)

Parking Passes: ISS

**COVID-19 - Separation Request**

Submit into: Separation Project

OK Cancel

Computer Equipment, IT/ITICS, and PIV Tokens: CDD

Official Government Passports, Travel and Purchase Cards: FSD

Key(s) and/or Badge: SEPD

Books on Loan: CMD

Parking Passes: ISS

*Parking passes should be mailed to the below address. No special packaging required.*

Library of Congress  
ATTN: Matthew Martin  
Integrated Support Services Directorate  
101 Independence Avenue, SE  
Washington, DC 20540-9400

[Contact ISS »](#)

Same instructions are displayed on the **Separation Request Review Form**.

**Separation Request Review**

Item Id: SEPR002530 Owner:

Separation Information History/Status

Employee's Separation Reminder

**Separation Clearance Guidance During Pandemic**

The Library continues to operate with a limited physical presence; only essential personnel are on site. For guidance on how to retrieve personal property, as well as how to return Library Accountable Property (AP), see below.

Daily updates regarding the Covid-19 pandemic can be found [here](#).

**Retrieval of Personal Items** | [Click to expand](#)

**Return of Accountable Property (AP)** | [Click to expand](#)

SEPERATION CLEARANCE REQUEST SYSTEM ADJUSTMENTS

Same instructions are displayed on the **Waiting on Separation and Final Timesheet** Form.

Waiting on Separation and Final Timesheet

Item Id: SEPR002530

Owner:

Separation Information

History/Status

Employee's Separation Activities

Separation Clearance Guidance During Pandemic

The Library continues to operate with a limited physical presence; only essential personnel are on site. For guidance on how to retrieve personal property, as well as how to return Library Accountable Property (AP), see below.  
Daily updates regarding the Covid-19 pandemic can be found [here](#).

Retrieval of Personal Items

Click to expand

Return of Accountable Property (AP)

Click to expand

Updated Notifications

Separating employees receive a notification when their request is successfully submitted. This notification contains next steps for the submitter to prepare to separate. The notification has been updated with the same information.